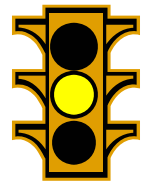




CUSTOMER SERVICE AND EDUCATION DIVISION DASHBOARD



STRATEGIC GOALS

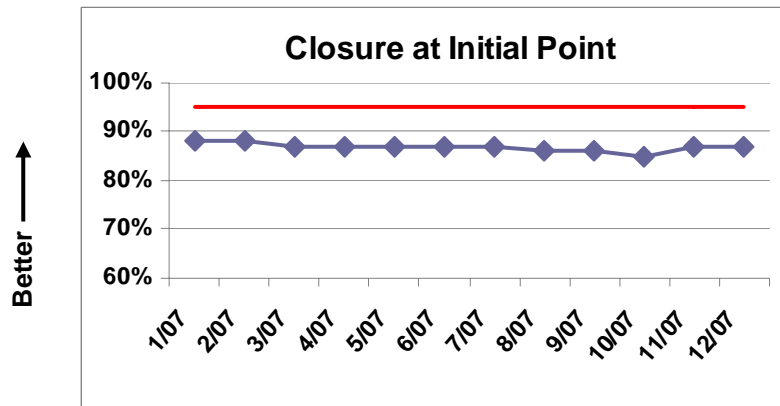
- II.** Foster a work environment that values quality, respect, diversity, integrity, openness, communication and accountability.
- III.** Sustain a high performance work culture utilizing staff development, technology, and innovative leadership and management strategies.

MEASURE:

Percent of telephone inquiries closed at initial point of contact.

Closure at Initial Point of Contact

Target: 95%



Year	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
07/08	87%	86%	86%	85%	87%	87%						
06/07	87%	87%	86%	89%	94%	88%	88%	88%	87%	87%	87%	87%

COMMENTS:

INITIATIVES: *Improve staff training and knowledge*

Initiatives	Milestones
<ul style="list-style-type: none">• Increase knowledge level of phone agents to answer member questions.• Increase retention of skilled employees.	<ul style="list-style-type: none">• By 12/31/07, develop a formal training plan to provide second level in-depth program knowledge and other advanced skills for CSED staff entering the RPS level, and by 6/30/08 launch the plan.

- We are coding this dashboard yellow because we continue to remain at 87% and because we anticipate further improvements with planned staff training and as experience increases.
- In the 1st Quarter 2007, we upgraded 13 technical level phone staff and 3 vacant positions to the professional series (RPS), and one RPS I was upgraded to RPS II.
- A second level training plan is being developed that will result in an increased closure rate across the division.



CUSTOMER SERVICE AND EDUCATION DIVISION DASHBOARD



STRATEGIC GOALS

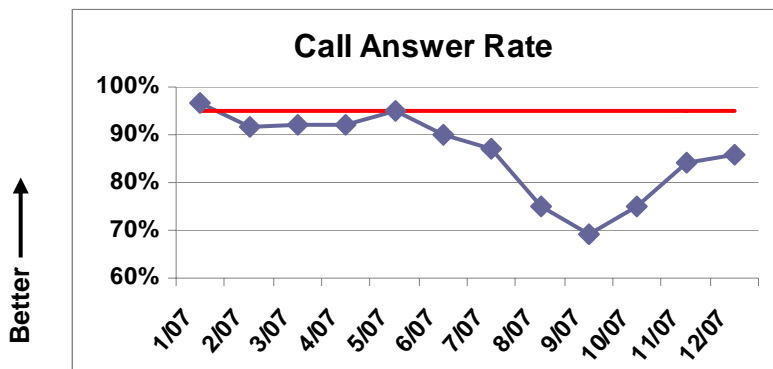
V. Provide sustainable pension benefit products and services responsive to and valued by members, employees and stakeholders.

MEASURE:

Answer before the caller abandons call due to wait time.

Call Answer Rate

Target: Answer 95% of calls received.



Year	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
07/08	87%	75%	69%	75%	84%	86%						
06/07	88%	89%	80%	84%	94%	94%	97%	92%	92%	92%	95%	90%

INITIATIVES: *Improve Customer Service*

Initiatives	Milestones
<i>Provide additional options to members for long wait time.</i>	<ul style="list-style-type: none">On December 17, 2007, Virtual Hold technology was implemented.In January 2008, 14 additional RA and student phone agent staff entered formal training that will be completed in February 2008.By February 1, 2008, implement staff scheduling process.By March 31, 2008, review and assess wait times and customer satisfaction based upon use of Virtual Hold.

COMMENTS:

- We are coding this dashboard yellow. The call answer rate is improving, and we anticipate future improvements in the months ahead.
- The effort to recruit additional retired annuitants and student assistants to cover telephone activity during peak periods has been completed and training began in January. Once these staff are on the phones (by late February), our service level will improve further.
- Virtual Hold was implemented on 12/17/07. Testing and adjustments continue to be made into January. Although we are still in a testing and implementation phase, we anticipate this technology is lessening the likelihood that customers abandon their call due to long wait times.
- In January, we are implementing a break and lunch scheduling process based upon anticipated business needs that will improve our ability to flexibly meet forecasted customer demand.



CUSTOMER SERVICE AND EDUCATION DIVISION DASHBOARD

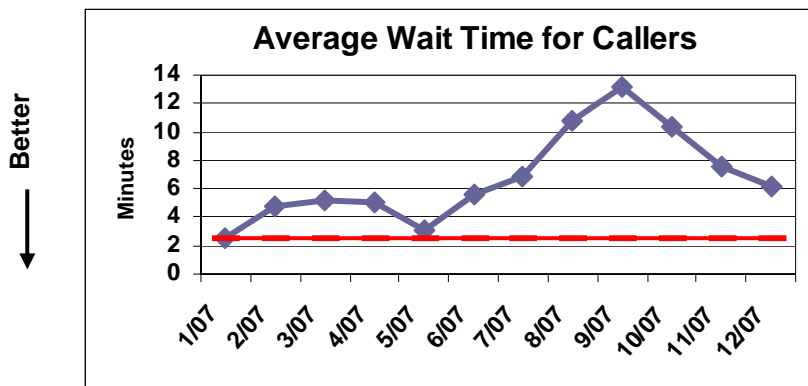


STRATEGIC GOALS

V. Provide sustainable pension benefit products and services responsive to and valued by members, employees and stakeholders.

MEASURE:

The length of time the callers wait for an agent after leaving the Interactive Voice Response system and entering the queue.



Average Wait Time

Target: Answer calls within a monthly average of 2 minutes and 30 seconds.

Year	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
07/08	6:55	10:49	13:10	10:19	7:37	6:08						
06/07	6:29	5:42	10:30	7:34	3:53	3:37	2:37	4:50	5:10	5:04	3:04	5:39

COMMENTS:

INITIATIVES: Improve Customer Service

Initiatives	Milestones
Provide additional options to members for long wait time.	<ul style="list-style-type: none">On December 17, 2007, Virtual Hold technology was implemented.In January 2008, 14 additional RA and student phone agent staff entered formal training that will be completed in February 2008.By February 1, 2008, implement staff scheduling process.By March 31, 2008, review and assess wait times and customer satisfaction based upon use of Virtual Hold.

- We are coding this dashboard yellow as call wait times begin to decline.
- The effort to recruit additional retired annuitants and student assistants to cover telephone activity during peak periods has been completed and training began in January. We anticipate once these staff are on the phones (by late February), our service level will improve further.
- Virtual Hold was implemented on 12/17/07. Adjustments continue to be made into January. Additional trunks have been purchased to accommodate the demand on our system as many callers are taking advantage of this service.
- In January, we are implementing a break and lunch scheduling process based upon anticipated business needs that will improve our ability to flexibly meet forecasted customer demand.



CUSTOMER SERVICE AND EDUCATION DIVISION DASHBOARD



STRATEGIC GOALS

V. Provide sustainable pension benefit products and services responsive to and valued by members, employees and stakeholders.

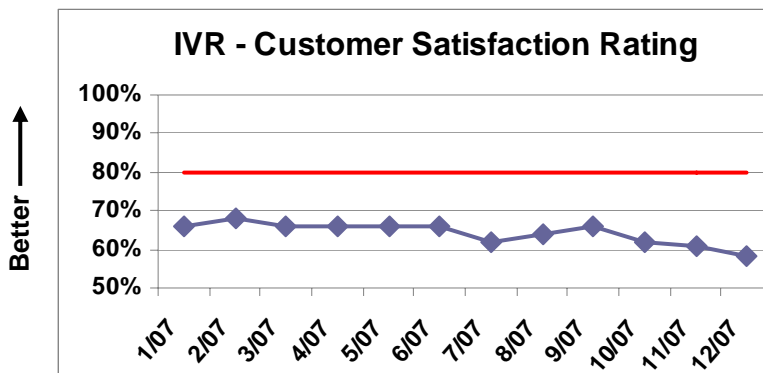
VI. Administer pension benefit services in a customer oriented and cost effective manner.

MEASURE:

Receive overall customer satisfaction rating for the Interactive Voice Response (IVR) system.

IVR Customer Satisfaction Rating

Target: 80% Rating



Year	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
07/08	62%	64%	66%	62%	61%	58%						
06/07	66%	66%	64%	66%	68%	66%	66%	68%	66%	66%	66%	66%

INITIATIVES: *Improve Customer Service*

Initiatives	Milestones
Evaluate and improve the IVR system so it is more user friendly for members.	<ul style="list-style-type: none">By December 31, 2007, identify additional improvements based upon the outcome of the assessment.By June 30, 2009, in conjunction with implementation of the PSR project, provide member authentication on the IVR. Accenture OpportunityBy September 30, 2009, in conjunction with PSR implementation begin to provide self service opportunities on the IVR comparable to services provided on the web. Accenture Opportunity

COMMENTS:

- We are coding this red because of the recent declining trend.
- In December, the survey sample was too small to provide meaningful feedback. Only 211 people returned survey cards – less than half the normal response rate.
- We believe the trend is the result of the long wait times during the past two quarters.
- Virtual Hold was implemented on 12/17/07. Testing and adjustments continue to be made into January. Initial customer feedback has been very positive.
- Review of the IVR system has been completed. A decision has been made to redesign the IVR and to limit it to self service capabilities only. This may involve significant effort. We are in the process of obtaining time and cost estimates from Telecom.
- We anticipate these actions will cause customer satisfaction ratings to improve.
- We gather our customer feedback based upon a scale of 1 – 5. We would like to report it in a way that best depicts it - the same way we receive it.



CUSTOMER SERVICE AND EDUCATION DIVISION DASHBOARD



STRATEGIC GOALS

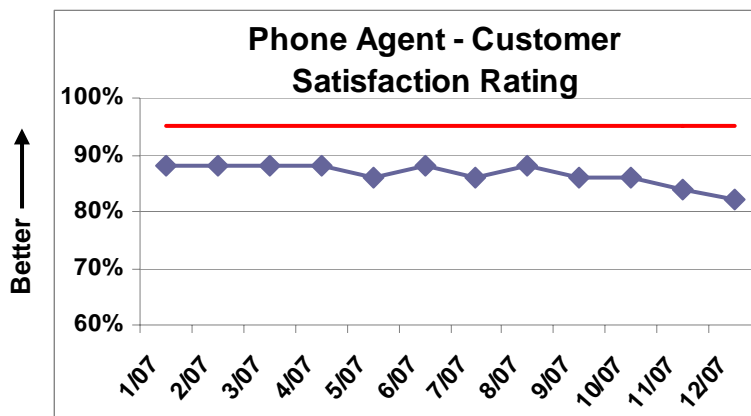
V. Provide sustainable pension benefit products and services responsive to and valued by members, employees and stakeholders.

MEASURE:

Establish customer satisfaction rating.

Phone Agent Customer Satisfaction Rating

Target: 95% Rating



Year	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
07/08	86%	88%	86%	86%	84%	82%						
06/07	86%	86%	88%	88%	88%	88%	88%	88%	88%	88%	86%	88%

COMMENTS:

- We are coding this dashboard yellow due to the downward trend.
- In December, the survey sample was too small to provide meaningful feedback. Only 211 people returned survey cards – less than half the normal response rate.
- We are considering a different measure that better depicts customer feedback, which is based upon a 1–5 scale.
- Virtual Hold was implemented on 12/17/07. Testing and adjustments continue to be made into January. Initial customer feedback has been very positive. We anticipate this will be reflected in future satisfaction ratings.
- In January, we implemented a new break and lunch scheduling process to improve our ability to flexibly meet forecasted customer demand.
- In January, we had 17 new staff in training, including 3 permanent, 13 RA's, and 1 student assistant. We anticipate that these additional resources will improve service particularly during peak periods.
- During this quarter, we will recruit, hire and train two additional Quality Assurance staff. The QA program delivers ongoing professional coaching for all phone agents that is centered around customer service best practices.
- We gather our customer feedback based upon a scale of 1-5. We would like to report it in a way that best depicts it - the same way we receive it.

INITIATIVES: *Improve Customer Service*

Initiatives	Milestones
<ul style="list-style-type: none"> • <i>Provide additional options for members who face long wait times.</i> • <i>Manage workforce to meet customer demand during peak periods.</i> • <i>Improve agent customer service skills through formal training and professional coaching.</i> 	<ul style="list-style-type: none"> • On December 17, 2007, Virtual Hold technology was implemented. • In January 2008, 14 additional RA and student phone agent staff entered formal training that will be completed in February 2008. • By March 1, 2008, recruit, hire and train 2 additional Quality Assurance coaches. • By March 31, 2008 review and assess wait times and customer satisfaction based upon use of Virtual Hold.

2nd Quarter 2007-08